



knowledge services

Serving Those Who Serve Others

State of South Carolina VM/MSP Vendor Training Meeting
IT Staff Augmentation

June 2025

Proprietary & Confidential

Introduction & MSP Team Overview



Dana Bufford

MSP Program Delivery Specialist

1 Month with KS



Chloe Clinton

MSP Program Delivery Specialist

1 Month with KS



Lexi Hustedt

MSP Program Delivery Specialist

1 Month with KS



Kyle Neira

Senior MSP Account Manager

3 Months with KS



Angela Jirsa

Regional Director, MSP Programs

5 Years with KS



Ashley Lacy

Director, MSP Operations & Implementations

10 Years with KS



Jenna Lentz

Senior Practice Director

12 Years with KS

Agenda

Serving Those Who Serve Others

- Knowledge Services Overview
- Implementation Timeline
- Contractual Requirements
- VM/MSP Processes
- IT Staff Augmentation Process
- dotStaff™ Demo
- Questions & Answers



Remaining Implementation Timeline

IT Staff Augmentation & IT Small Application Implementation	
New Requisition Black Out Period	Week of June 16 th & June 23 rd
Manager Program and VMS Training	Weeks of June 9 th & June 16 th
Vendor Program and VMS Training	Weeks of June 9 th & June 16 th
Final Data Transition and Revisions	Week of June 16 th
Resource Time Entry Training	Week of June 23 rd
Program Welcome Email	Week of June 30 th
Go Live for new IT Staff Augmentation Requisitions and IT Small Application Projects	Tuesday, July 1 st , 2025



State of South Carolina Vendor Program Pages



<https://programs.knowledgeservices.com/scmsp/vendor-msp-program-info>

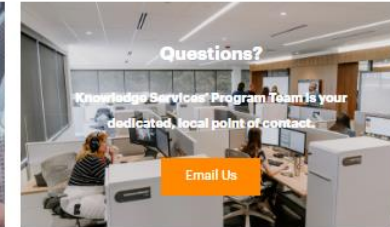
Program Page Includes:

- Vendor Registration Information
- Program Kick Off Presentation
- Program Training Presentation
- Program Information
- dotStaff™ Training Materials



Vendor Manager (VM)/Managed Services Provider (MSP) Program Information for State of South Carolina Vendors

Vendor Manager Contract – 5400025468



Vendor Manager (VM)/Managed Services Provider (MSP) Program Information for State of South Carolina Vendors

The South Carolina Office of State Procurement has entered into a new contract with Knowledge Services resulting from STC Vendor Manager RFP 5400025468. Knowledge Services will act as the Vendor Manager (VM)/Managed Services Provider (MSP) and manage the State of South Carolina's IT Staff Augmentation, IT Small Applications (SOW), and IT Professional Services (ITPS) services to ensure consistent and streamlined but flexible processes, onboarding compliance, improved resource quality, and business intelligence.

Contractual Requirements



- Resources provided must be W2 employees of the Vendor
- Vendors may only sub-contract to one (1) layer upon approval from MSP
- Vendors shall not subcontract more than twenty percent (20%) of total Resources engaged
- Vendors will provide a 5-business day service guarantee for Resource's that fail to meet the performance expectations of the role
- Maximum 2 submittals per job opening
- Vendors will ensure all Resources submitted meet the minimum qualifications, adhere to the rate requirements, and have accurate bid documentation
- Rate Card – Not-to-exceed maximum bill rate



Not-to-Exceed Rate Card



knowledge services

State of South Carolina MSP Program Not-to-Exceed Rate Card

IT Staff Augmentation	Bill Rates
Job Title	Do Not Exceed
Banner - Project Manager - Entry	\$72.32
Banner - Project Manager - Intermediate	\$77.73
Banner - Project Manager - Advanced	\$91.47
Banner - Project Manager - Project Lead	\$106.09
Banner - Project Manager - Consultant	\$111.94
Banner - Tech Cons - IAS - Entry	\$72.57
Banner - Tech Cons - IAS - Intermediate	\$79.21
Banner - Tech Cons - IAS - Advanced	\$85.63
Banner - Tech Cons - IAS - Project Lead	\$90.68
Banner - Tech Cons - IAS - Consultant	\$101.86
Business Analyst - Entry	\$52.64
Business Analyst - Intermediate	\$67.27
Business Analyst - Advanced	\$80.98
Business Analyst - Project Lead	\$94.93
Business Analyst - Consultant	\$110.96
Client Technologies Technician - Entry	\$59.59
Client Technologies Technician - Intermediate	\$72.71
Client Technologies Technician - Advanced	\$94.00
Client Technologies Technician - Project Lead	\$109.63
Client Technologies Technician - Consultant	\$115.28
Computer Operator - Entry	\$37.47
Computer Operator - Intermediate	\$44.25
Computer Operator - Advanced	\$46.11
Computer Operator - Project Lead	\$52.89

Contractual Requirements



- Resources may only work on assignment for 12 months
 - Extensions can be granted up to 36 months with written justification and approval
- Rate increases can only be requested once every 12 months while on assignment
- Resources on assignment can only be submitted to new positions within 30 days of their current assignment ending
- No offshore work will be permitted
- Vendors are responsible for ensuring UGU property is returned within 7 days of an assignment ending
- Invoices will be submitted to the UGUs on two set days each month (bi-weekly). The State has 30 workdays to remit payment to Knowledge Services.
- Vendors will be paid via ACH 3 business days after Knowledge Services receives payment from the State
- Corrections or missing time cannot be billed 60 days from the date worked
- 1.0% Vendor-Funded VM/MSP Transaction Fee + 0.5% State Administrative Fee
 - 0.5% administrative fee will be remitted to the State Procurement Office

VM/MSP Processes



- Submission Process:
 - Resume with Candidate full name (no logos or contact information)
 - Last 5 of Social Security Number (ex. 111-1X-XXXX)
 - Bill Rate
 - Candidate Cover Sheet
 - Right to Represent
 - Sub-Vendor Request Form (if applicable)
- Vendor funded and centralized background checks :
 - 7-year Nationwide criminal history check, which must include Federal, State, and County records for the states
 - Credit History Check
 - Confirmation of E-Verify completion
 - Confidentiality & Ownership of Work Agreement
 - Employment Status Validation Form*
 - Temporary Worker Agreement*
 - Agency specific onboarding requirements
- Weekly Vendor Calls Conducted
- Visa Renewal Letter Process

VM/MSP Processes – Candidate Cover Sheet



State of South Carolina Candidate Cover Sheet

Please attach completed form as an additional document with the candidate resume in dotStaff™. This form is required for all IT staff augmentation positions with the State of South Carolina. If required fields on this form are not completed, candidate may be withdrawn from consideration.

***REQUIRED FIELD**

***Posting Number:** Click or tap here to enter text.

***Candidate Name:** Click or tap here to enter text.

***Candidate Availability for In Person interview:** Yes

***Current Location of Candidate (City, State):** Charleston, SC

***Is candidate through a sub vendor:** No

If yes, sub vendor name:

***Earliest availability to start if selected:** ASAP

***Key engagements over the last two years:** Worked as a Business Analyst within State Government

***Has candidate ever worked at the State:** No

If yes, what department and division: Click or tap here to enter text.

If yes, dates of employment at the State: Click or tap here to enter text.

***Describe how past work experience relates to this position:** Several high level positions as a Business Analyst



VM/MSP Processes – Right to Represent

From: Resource Name email@email.com
Sent: Tuesday, Month Date, Year 11:08 AM
To: Vendor Contact email@vendorname.com
Subject: RE: SCMSP Right to Represent – Posting ID #####

Hello,

I, Resource Name, give Vendor Name permission to submit my resume to Posting ID #####

Thank you,

Resource Name

From: Vendor Contact email@vendorname.com
Sent: Monday, Month Date, Year 10:42 AM
To: Resource Name email@email.com
Subject: SCMSP Right to Represent – Posting ID #####

Hello,

Please confirm that Vendor Name has the right to submit you for consideration to the Position|
Title position with SCMSP under Posting ID #####

Thank you,

Vendor Contact

VM/MSP Processes – Sub Vendor Request

**Knowledge Services MSP Program
Sub-Vendor Usage Request Form
State of South Carolina**

This form is to request the usage of a sub-vendor in the Knowledge Services State of South Carolina Vendor Manager/MSP Program.
Please direct your questions to the SCMSP Program Team at: SCMSP@knowledgeservices.com

dotStaff Posting ID# *

Vendor Company Name *

Sub-Vendor Name *

Resource First Name * Resource Last Name *

I confirm the above-named resource is a W2 of the above-named Sub-Vendor

I understand Knowledge Services limits sub-vendor usage to only one level and I certify only one level of sub-vendor will be used for this engagement should the resource be selected

I certify this sub-vendor has not been debarred in the State of South Carolina

Vendor Representative First Name * Vendor Representative Last Name *

Vendor Representative Email Address *

VM/MSP Processes - Visa Renewal Letter Process

[dotStaff Forms - Submit Form - Visa Letter Request](#)

Knowledge Services MSP Program Visa Letter Request Form State of South Carolina

Please direct questions to the SCMSP Program Team at: SCMSP@knowledgeservices.com

Vendor Information

Prime Vendor Company Name (Vendor within Program) *

Prime Vendor Contact Submitting Request First Name * Prime Vendor Contact Submitting Request Last Name *

Prime Supplier Contact Submitting Request Email Address *

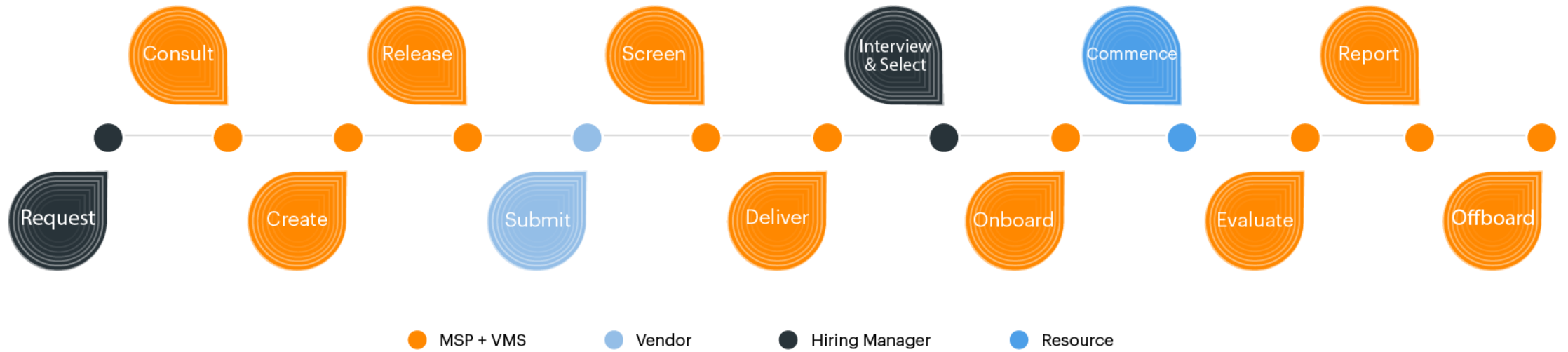
Number of Sub-Vendors Involved in Engagement *

0
 1

Direct Employer/Visa Holder (of Resource) * Direct Employer/Visa Holder Main Point of Contact First Name * Direct Employer/Visa Holder Main Point of Contact Last Name *

Direct Employer/Visa Holder Email Address * Direct Employer/Visa Holder Phone # *

IT Staff Augmentation Workflow



IT Staff Augmentation Process



Requisition Process

1. The Hiring Manager submits a dotStaff™ Statement of Work (SOW) form
2. KS MSP Team qualifies the requisition through an intake call with the Hiring Manager
3. KS MSP Team sends the Posting for approval in dotStaff™, if applicable
4. KS MSP Team releases the Posting to Vendors in dotStaff™ for 7 calendar days
5. Vendors submit qualified candidates in dotStaff™
6. KS MSP Team reviews and evaluates resumes based on requirements
7. KS MSP Team sends the top qualified resumes for review after 8:00 AM Eastern Time of the 8th day per UGU preference



IT Staff Augmentation Process

Requisition Process

8. UGU/Hiring Manager or **KS MSP Team**, on behalf of Manager, requests interviews in dotStaff™ for at least 3 candidates
9. UGU/Hiring Manager selects candidate for position
10. UGU/Hiring Manager provides feedback on other submitted/interviewed candidates
11. **KS MSP Team notifies Vendors of selected & rejected candidates in VMS**
12. **KS MSP Team facilitates BAFO, if requested**
13. **KS MSP Team** coordinates onboarding with **Vendor** per UGU/Agency requirements
14. **KS MSP Team** facilitates **Vendor** & UGU signatures on Confidentiality & Ownership of Work Agreement (Screenshot)



Confidentiality & Ownership of Work Agreement

THIS AGREEMENT is made this ____ day of _____, 20____, by and between the State of South Carolina, its agencies, political subdivisions and entities entitled to utilize state term contracts relating to Information Technology (Government) and the individual signatory hereto, a person who wishes to work with the Government as the employee of a Contractor which has agreed to provide employment services pursuant to state term contracts for the purpose of temporary employment in the provision of Information Technology services (Consultant).

Background

Government is engaged in the development, use and application of various types of intellectual property including information technology. Consultant, an employee of a Contractor, represents that he or she has expertise and experience which meet or exceed the requirements of the Government entity and therefore desires to provide temporary services to the Government. Based on Consultant's represented history and qualifications as submitted directly or through Contractor, Government desires to retain the services of Consultant and Consultant desires to render such services on the terms and conditions set forth below and in the controlling State Term Contract.

In consideration of the foregoing and the mutual covenants herein contained, the parties, intending to be legally bound agree as follows:

1. **Retention as Consultant.** Government intends to retain Consultant, and Consultant hereby agrees to render consulting services to Government, upon the terms and conditions set forth herein.
2. **Duties.** Consultant covenants and agrees that it will, as an employee of a Contractor, perform all services as represented in its application and accompanying materials in seeking the temporary assignment. Consultant further affirmatively covenants that it will not violate any security and safety rules, policies, principles or directives promulgated by Government for the governance of its systems or other property, including but not limited to, information technology security applicable to the organization for which services are being provided.
3. **Independent Contractor Status.** The parties recognize that Consultant is an employee of an independent contractor and is not an employee, agent, partner, joint ~~venturer~~, covenantor, or representative of Government and that Government will not incur any liability as the result of Consultant's actions. Consultant shall at all times represent and disclose that it is an employee of an independent contractor of Government and shall not represent to any third party that Consultant is an employee, agent, covenantor, or representative of Government. Government shall not withhold any funds from Consultant for tax or other governmental purposes, and Consultant shall be responsible for the payment of same. Consultant shall not be entitled to receive any employment benefits offered or provided by Government to its employees including, but not limited to, workers' compensation insurance, medical insurance or retirement benefits. Government will have no control over Consultant's employment status with Contractor.
4. **Compensation.** Government shall pay Consultant through its employer, as compensation for the services to be rendered, the remuneration established in the State Term Contract.
5. **Term.** This Agreement shall commence on the date first written above and shall continue, regardless of interruptions in the provision of services, for as long as Consultant and Consultant's employer continue to provide services to the Government, unless specifically terminated.

IT Staff Augmentation Process

Onboarding, Time Entry & Billing Process

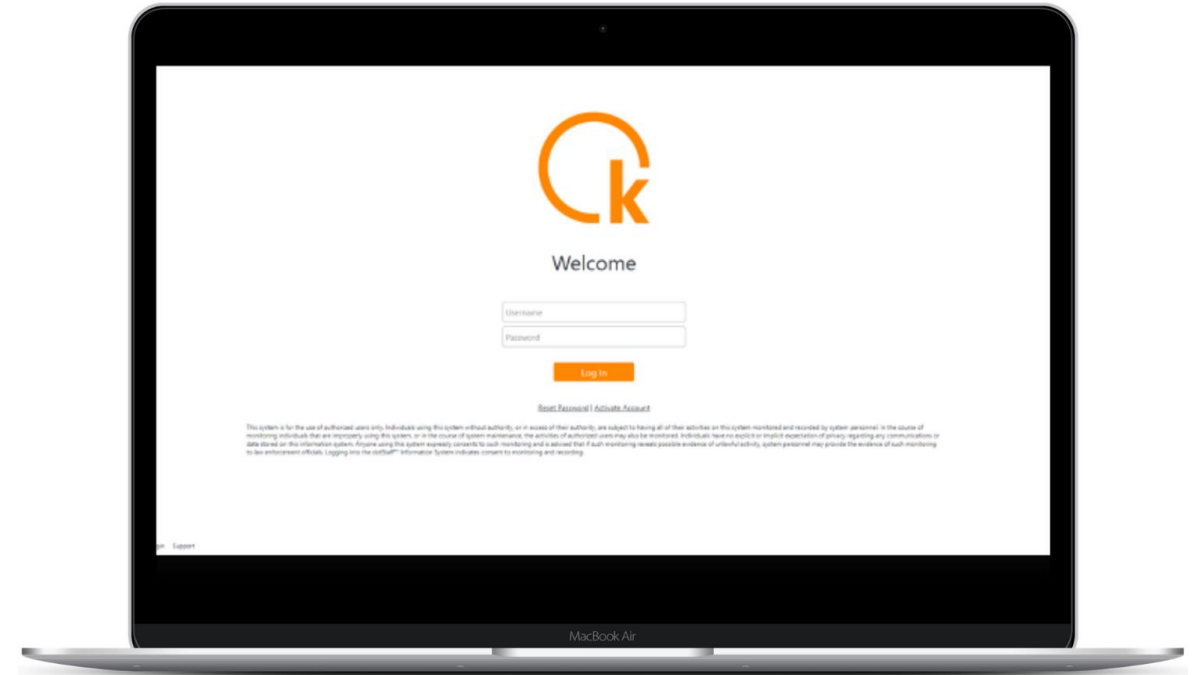
15. **KS MSP Team** works with UGU/Hiring Manager to collect
 - Start date & First day details
 - Length of assignment
 - Purchase Order
16. Resource begins assignment and enters time in dotStaff™
17. Designated Time Approver(s) approve time in dotStaff™
18. **dotStaff™ generated invoices are sent to the UGU/Agency**
19. State pays Knowledge Services
20. **Knowledge Services pays the Vendors**
21. **KS MSP Team will notify and work with vendor on assignment ends or extensions**



dotStaff™ Demonstration

Serving those who serve others

- dotStaff™ Postings
 - Submitting Bids
- Candidate Interviews
- Onboarding Checklist
- Time Entry
- Payment Remittance
- Reporting





knowledge services

Affordable. Experienced. Local. Flexible. Proven.

Committed to South Carolina.

We are here to answer any questions you may have.

SCMSP@KnowledgeServices.com

Questions and Answers

